



School of Pharmacy - Required Course Syllabus - Spring P3 Year
PHAR 6255 Pharmacy Practice Management
 Track: Patient Care, Practice and Innovation (PPCI)
 Course Dates: January 18-May 3, 2022; Tuesdays, 9:00-10:50 am
 Location: CABL 213
IPPE Hours: 8 hours

Course Coordinator(s)

Amanda M. Loya, PharmD, BCPS
Office Phone: (915) 747-8534
E-mail: amloya1@utep.edu
Office Hours:
 Fridays 11:00 am – 12:00 pm, CABL 710 (or virtual via MS Teams)

June Kim, PharmD, MBA, CPAC
Email: jykim2@utep.edu
Virtual Office Hours: Saturdays 2:00-3:00 pm Mountain (via MS Teams) or by appointment

Additional Course Faculty

Uchenna Gbugu, PharmD
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Virtual/In-person Office Hours: TBD

Alex Jeria, PharmD
Email: jajeria@miners.utep.edu
Virtual/In-person Office Hours: TBD

IPPE Coordinator
 Cristina Ortega, PharmD
Office Phone: 915-747-8183
E-mail: caortega2@utep.edu
Virtual/In-person Office Hours: by appointment

Office Hours: Course faculty will post office hours and will accommodate all students as time permits. Students may also request an appointment with the course coordinator or course faculty via e-mail. All appointments should be made at least 24 hours in advance. Questions related to the course in general should be directed to the course coordinator whereas content/topic-specific questions should be directed to the instructor. The course coordinator will check emails multiple times daily during this time and will try to respond as soon as possible (generally within 24-48 hours). When sending an email to course faculty, send through the Blackboard® course email or place the course number and name (e.g., PHAR 6255 and the issue/topic in the subject line of the email).

Course Description

This course will review principles of the application of pharmacy practice management (including operations, information, resource, fiscal, and personnel management). Topics will include an overview of administration and management principles, leadership skill development, exploration of pharmacy practice models, development of pharmacy services, pharmacy informatics, and reimbursement models for pharmacy services.

Pharmacists' Patient Care Process

This course will assist students in developing and implementing Pharmacy Practice Management skills such as pharmacy operations, human resource, finance, and risk management.

Introductory Pharmacy Practice Experience (IPPE)

IPPE hours and activities have been assigned to this course. Students will be responsible to complete a total of 8 hours as part of this course. The IPPE requirements of the course (e.g., site assignments) will be coordinated by Dr. Cristina Ortega with guidance from the Office of Experiential Education (OEE).



Source:
<http://pharmacylibrary.com/doi/book/10.21019/9781582122564>

To guide this experience, students will complete a checklist/activity documenting the achievement of each learning objective. Specific information regarding these elements will be available to students in the Blackboard Course and CORE ELMS as appropriate.

During the semester, students may be able to select IPPE slot preferences through CORE ELMS. Please refer to CORE ELMS for specific dates from which they may select to schedule IPPE hours. Experiential education experiences generally occur outside of class time, including evenings, weekends, and holidays. Additionally, IPPEs may be scheduled at other times of the day.

At all times during the IPPE, students are expected to follow OEE policies, including the dress policy, and maintain professionalism. Refer to the OEE handbook for details. Additionally, while at IPPEs, students are always expected to carry with them their Texas State Board Intern Card. Students must always have readily available electronically on CORE ELMS® the following: Unexpired BLS CPR Card, HIPAA Training Certificate, Bloodborne Pathogen, etc. Refer to OEE Handbook for a complete list. Failure to exhibit credentials will result in the student being asked to leave the pharmacy site. Eligibility to return to site is determined by the preceptor and the Experiential Program Director.

Course Learning Objectives

At the conclusion of this course, students shall be expected to:

1. Explain the importance of developing a climate of shared vision, mission, values and mutual respect in a pharmacy practice setting necessary to meet patient care needs
2. Identify and utilize human, financial, and physical resources to optimize the medication use system
3. Examine financial and marketing basics needed to operate a pharmacy as a pharmacy manager
4. Integrate management and leadership skills into the practical aspects of managing a pharmacy
5. Communicate in a manner that values team-based decision making and shows respect for the contributions of other team members

Level of Assessment: 1 – Introduce 2 – Reinforce 3 – Apply

	CAPE Outcomes	Level of Assessment
2.2	Medication use systems management (Manager) Manage patient healthcare needs using human, financial, technological, and physical resources to optimize the safety and efficacy of medication use systems.	1,2
3.4	Interprofessional collaboration (Collaborator) Actively participate and engage as a healthcare team member by demonstrating mutual respect, understanding, and values to meet patient care needs.	3
3.6	Communication (Communicator) Effectively communicate verbally and nonverbally when interacting with an individual, group, or organization.	3
4.2	Leadership (Leader) Demonstrate responsibility for creating and achieving shared goals, regardless of position.	3
4.4	Professionalism (Professional) Exhibit behaviors and values that are consistent with the trust given to the profession by patients, other healthcare providers, and society.	3
PCOA		
3.4.1	Management principles (Planning, Organizing, Directing, and Controlling pharmacy resources) applied to various pharmacy practice setting and patient outcomes.	2
3.4.2	Personal management	2

3.4.3	Planning, including delineation between business and strategic planning	3
3.4.5	Accounting and financial management	1
3.4.6	Budgeting	3
3.4.7	Risk management	3
NAPLEX		
6.1	Interdisciplinary practice, collaborative practice, or expanded practice responsibilities	2,3
6.3	Disease prevention or screening programs; or stewardship	2,3
6.5	Pharmacy informatics	2,3

Course Meeting and Location

This course will be held in-person in the Campbell Building in room #213. Course faculty may also elect to utilize other university-supported virtual platforms (e.g., Blackboard Collaborate or Zoom) for course-related needs.

Students will also participate in Introductory Pharmacy Practice Experiences (IPPE) which will require students to travel to assigned clinical practice site in El Paso. Details regarding specific location of these sites will be provided to students upon site assignment.

In the event of a major course disruption (e.g., campus closure due to weather hazards), be prepared to maintain course progress via other means (e.g., Internet, our Blackboard course shell, etc.) and check your email (especially your UTEP miners account) regularly.

Course-Related Technology and Guidance:

Online Platform (Blackboard, Zoom)

All lectures, handouts, and course material will be located in Blackboard. Course faculty may also elect to utilize other university-supported virtual platforms (e.g., Zoom) for course-related needs as appropriate; if this platform is selected for synchronous sessions, faculty will notify students in advance. Log into My UTEP.edu and click on the Blackboard link to access the online course for PHAR 6255. The course is individualized and students may access lectures/handouts as they are made available by course instructors. Except in cases of a UTEP network being “down” or “offline,” students are ultimately responsible to ensure that their computer is connected to the internet and that any issues are addressed prior to class and/or assessments.

IPPE: CORE ELMS Online Assessment Requirements

This course requires the use of CORE ELMS and Blackboard. Students are responsible for ensuring they have access to CORE ELMS before the beginning of the IPPE/APPE. If you cannot access your online CORE ELMS account, please contact Alma Dominguez (arsaldana2@utep.edu) to resolve this issue. Assessments (e.g., assignments, quizzes, and exams) may be disseminated before the due date. This requires students to download the assessment using an internet connection. It is the student’s responsibility to maintain access to a reliable internet connection (with the rare exception of when UTEP’s systems are down).

EXAM/Online Assessment Requirements

Please refer to the UTEP School of Pharmacy Student Handbook for guidance for exams (online/remote as well as on campus) <https://www.utep.edu/pharmacy/current-students/current-students.html>

This course requires the use of ExamSoft® for course examinations. Students are responsible for creating their online login within the first week of class. It is the student’s responsibility to maintain access to a reliable internet connection (with the rare exception of when UTEP’s systems are down).

If students cannot access ExamSoft®, please contact **Adrian Enriquez (aealonso@utep.edu)**, to resolve this issue **within five (5) business days of the first day of class**. Students are responsible for ensuring they have access to the online assessment system. Mr. Enriquez is **NOT available** for questions or laptop failures/requests after business hours or on weekends.

Electronic exams need to be downloaded at a **minimum of 2 hours prior to the examination**; students who do not adhere to this requirement may receive a 10% grade penalty deduction. Repeated instances (> 1 time) of not downloading electronic exams may result in a referral to the professionalism committee on the SOP Progression Committee and additional 10% grade penalty deduction from the student's earned exam score.

Methods of Instruction/Learning

This course will use a variety of instructional methods. The learning outcomes in this course will be achieved via:

1. Outside Preparation
2. In-class Lectures and Discussion
3. Team Assignment/Project
4. Quizzes/Exams
5. Introductory Pharmacy Practice Experiences (IPPEs)

Required Course Technology/Tools/Needs

You are expected to complete all required reading for each class session. Consequently, you are encouraged to read the recommended readings and take notes on text chapters, articles, related documents (e.g., power points), and websites noted on the schedule so you are prepared for the given class discussion. See the course schedule noted at the end of the syllabus. Additional materials may be placed on Blackboard within each class as well.

Required Textbooks:

- Pharmacy Management, Leadership, Marketing, and Finance 2nd. Edition Marie A. Chisholm-Burns, Allison M. Vaillancourt, & Mary Shepherd

Recommended Textbooks (If any, optional):

- Essential of Health Care Finance, 8th Edition, William O. Cleverley & James O. Cleverley
- Pharmacy Management: Essentials for All Practice Settings, 5th Edition, David P. Zgarrick, Shane P. Desselle, Leticia R. Moczygemba, Greg Alston (<https://accesspharmacy-mhmedical-com.utep.idm.oclc.org/Book.aspx?bookid=2714#230767737>)
- Health Care Management – Organization Design and Behavior, 6th Edition, Stephen M. Shortell & Arnold D. Kaluzny

Laptop Computer:

Students are expected to bring laptop computers to the class each day for participation in on-line exercises or assessments. It is the responsibility of the students to make sure that the laptops are in working condition and meets the University and School of Pharmacy IT requirements. (See SOP Student Handbook)

Calculator:

Students are expected to bring a non-programmable calculator to class and to all assessment activities.

Attendance and Classroom/Online Etiquette

The attendance policy for the School of Pharmacy is outlined in the Student Handbook. It is expected that students should demonstrate their commitment to the profession and respect for faculty, guest speakers, and colleagues by attending all synchronous classes and arriving on time and prepared for the day's lesson(s).

Attendance in class is not mandatory in that attendance will not be taken at each lecture. Class sessions will be recorded and made available online to ensure student access to course materials. However, attendance and punctuality are strongly recommended and expected as a sign of professional behavior. If large numbers of students are absent from classes, the course coordinator/course faculty reserve the right to give unannounced quizzes. Students who miss class are fully responsible for the information covered during the class sessions, which may be included on exams, quizzes or other assessments.

Classroom Behavior: Students are expected to be professionals and will be treated as such unless circumstances deem otherwise. Any behavior that impairs student ability to learn will not be tolerated (e.g., side conversation, cell phone use, electronic device use for activities not related to coursework). Laptops may be used during class for taking notes. Using laptops for other activities than taking notes causes a disruption to the class around you.

IF ONLINE: Your instructors and classmates want to generate a safe online learning environment. Please use appropriate online classroom behavior by reading the UTEP Netiquette Guide for Online Courses available at <https://www.utep.edu/extendeduniversity/cid/Files/docs/faculty-resources/student-orientation/NetiquetteGuideforOnlineCourses>.

Unique Dress Policy for Course: Students are encouraged to dress professionally for all course-related activities (i.e., business casual). At all times during IPPEs, students are expected to follow OEE policies, including the dress policy, and maintain professionalism. Refer to the OEE handbook for details.

Additionally, while at IPPEs, students are always expected to carry with them their Texas State Board Trainee Letter/Intern Card. Students must always have readily available electronically on CORE ELMS® the following: Unexpired BLS CPR Card, HIPAA Training Certificate, Bloodborne Pathogen, etc. Refer to OEE Handbook for a complete list. Failure to exhibit credentials will result in the student being asked to leave the pharmacy site. Eligibility to return to site is determined by the preceptor and the Experiential Education Director.

COVID-19 Precautions

Since the course will meet on campus during the semester, all CURRENT public health precautions/measures should be taken. According to current CDC guidance, the **use of masks in the classroom is strongly encouraged for the safety of all**. For up-to-date UTEP policies, please see: <https://www.utep.edu/resuming-campus-operations/?home>. At IPPE sites, students should follow site-specific requirements regarding use of personal protective equipment (e.g., masks, face shields, etc.).

Please stay home if you have been diagnosed with COVID-19 or are experiencing COVID-19 symptoms. If you are feeling unwell, please let the course coordinator and Ms. Carmen Ramos, Director of Student Affairs at crtorres2@utep.edu know as soon as possible, so that we can work on appropriate accommodations. If you have tested positive for COVID-19, you are encouraged to report your results to covidaction@utep.edu, so that the UTEP Dean of Students Office can provide you with support and help with communication with your professors. The Student Health Center is equipped to provide COVID-19 testing.

The Center for Disease Control and Prevention recommends that people in areas of substantial or high COVID-19 transmission wear face masks when indoors in groups of people. The best way that Miners can take care of Miners is to

get the vaccine. If you still need the vaccine, it is widely available in the El Paso area, and will be available at no charge on campus during the first week of classes. For more information about the current rates, testing, and vaccinations, please visit epstrong.org.

Evaluation and Grading Policy

The grade assignments will be distributed as follows.

Type of Assessment	% Course Grade
Exam 1	25%
Exam 2	25%
Exam 3	25%
Group Project – Business Plan Presentation	25%
IPPE (complete hours, submit group worksheet)	Pass/Fail
Total*	100%

*Unprofessional behavior may result in up to an additional 10% deduction of the total course grade.

Assignment of grades:

The grade assignments will be determined as follows:

A = 90 – 100%

B = 80 – 89%

C = 70 – 79%

D = 60 – 69%

F = < 60%

Exams: Exams will cover the class materials and readings posted in the course schedule. The formats of examinations may include T/F questions, multiple choice, and short answer.

Group Business Plan: Students will be placed in groups based on IPPE-site assignment. Students will complete the development of a business plan for a new service. Final business plans will be presented in class.

IPPE Grade: Students must pass Didactic and Experiential (IPPE) components (for example: complete IPPE worksheet, hour documentation, etc.) of the course to pass the course. If a student fails to pass the IPPE components, they fail the course and must follow UTEP School of Pharmacy remediation policy.

Expectations of Students during Course

It is the responsibility of the student to monitor his/her progress during the course and see that he/she is maintaining the required competency level. Students should seek advice and assistance from the course coordinator as soon as he/she encounters any difficulty in the course.

Exam Day Policy

Students must arrive on time for examinations. Students arriving after any student(s) has/have completed the exam and have left may not be allowed to sit for the exam, and may receive a score of zero. No allowances will be made for an exam being missed, other than documented illness or emergency. The student must contact the course coordinator for

confirmation prior to the exam. If permission is granted to delay the exam, it is the student's responsibility to contact the course coordinator to arrange for an alternative exam time. In this event, the nature of the make-up will be at the discretion of the course coordinator (oral, written, increased weighting on the final, etc.). An unexcused absence from an exam may result in a grade of "zero" for that exam and will result in an extra 5% deduction of the total overall course.

Student Expectations Prior to and During Examination:

Room and Seating: Randomized assigned seating may be utilized for each examination. Students must arrive to room 15 minutes ahead of examination. Students may not be permitted to be in the examination room prior to assigned seating. If the student arrives after the examination has started without proper justification, it will result in a 10% deduction from the student's earned exam score. No additional time will be provided for the examination. If another student has already completed his/her exam and left the exam room when an unexcused late student arrival occurs, the late arrival will not be permitted to sit for the exam and will receive a grade of zero.

Exams: Electronic exams need to be **downloaded at a minimum 2 hours prior to the examination to avoid a grade penalty** (up to 10% deduction). Repeated instances (> 1 time) of not downloading electronic exams will result in a referral to the professionalism committee on the SOP Progression Committee and may result in a 10% deduction from a student's earned exam score. Students are responsible for having a computer for electronic exams. Computers are available to check-out as a loan for exams from the ILC, and students should make early arrangements for securing computers. Students who show up without a computer to take an electronic exam will (1) be provided a paper exam, (2) may receive a grade deduction (up to 10% deduction) and (3) will receive a professionalism referral to the SOP Progression Committee.

Availability of items during exam: By default, faculty will provide scratch paper for examinations, unless faculty determines scratch paper is not necessary in which case students will receive advance notice that scratch paper will not be provided. Only faculty will provide scratch paper, and only scratch paper provided by the School of Pharmacy can be used during the examination. Any scratch paper utilized during an examination must have the student's name on every page and all pages must be turned in at the completion of the examination.

- No backpacks, purses, hats, large coats, and/or other bulky clothing permitted; these items need to be left outside the examination room or in an area in the exam room designated by the faculty/proctor.
- No food or drink allowed during an exam.
- No electronic devices (for example: watches, phones, calculators, etc.) are permitted on the student during an examination unless approved by the instructor prior to the examination or inspected upon entry into the exam room for approval. A specific model for calculators may be provided in advance of the examination to students.
- Disruption of examination time due to an electronic device can result in a grade penalty (up to 10% deduction).

Bathroom break: No bathroom breaks permitted during examinations unless a prior accommodation is made. Faculty maintain discretion over the permissibility of bathroom breaks; students should expect that a proctor will accompany them to the restroom and will wait outside the restroom if permission for restroom use is granted. No additional time will be provided for examinations when restroom breaks occur.

Questions Related to the Course and Grading/Exams

Material: In general, questions related to the overall course should be directed to the coordinator. Content/topic-specific questions should be directed to the content instructor within **five (5) business days** of the material being presented.

Assignments/exams: Any questions concerning assignments/exam grades should be discussed with the course coordinator **within five (5) business days** after the grades have been posted.

Regrade requests: Regrade requests for assignments or exams should be made **within five (5) business days** of the posting of the grades. Requests will not be entertained after this period (unless excused absence due to extenuating circumstances). Students should submit requests in writing with evidence/rationale to support their grade consideration request.

Missed Quizzes / Exams / Assignments Policy

Only students who miss an exam, quiz or an assignment due date as a result of an **excused absence** will be allowed to make-up the missed assignment or assessment. Students should consult the UTEP School of Pharmacy **Student Handbook** for definitions and examples of excused absences.

- The course coordinator **MUST** be notified on the day of the exam for the student to be excused from that exam for an **emergency**.
- In the case of **religious holidays**, the student **MUST** notify the course coordinator 10 business days prior to the exam. Students should not assume that they can miss an exam for vacation or other personal conflicts.
- Any excused absence from an exam for **health reasons** must be documented with a note from an appropriate health professional.
- Any unexcused absence from an exam will result in a grade of zero for that exam.

The course coordinator will determine the time and date for a make-up exam, which will occur before the final exam period. If the student is unable to attend either the original exam or the make-up exam, the course coordinator is not required to provide additional opportunities for the student make-up exam. The format of the make-up examination is at the discretion of the course coordinator, and may include any question type including, but not limited to, open-ended questions, an essay examination, or oral examinations.

Remediation Policy

Remediation may occur if a student fails the course. Students must participate fully in the course to be eligible for remediation. Please refer to the **Student Handbook** for end-of-course remediation policies and timelines (*see Student Handbook: Table of Contents for End of Course Remediation*).

Course Evaluation

During this course, students will be provided with an opportunity to evaluate this course and the instructors. The Associate Dean for Assessment, Accreditation, and Strategic Planning will send an email reminder toward the end of this course for students to complete the course evaluation. UTEP uses an online course evaluation system. Course Evaluations can be taken at **my.utep.edu** by clicking on the Classes Tab on the left. The Course Evaluation module will appear and student's classes will be listed. Click on the Course Name, or Course Record Number (CRN), to complete the evaluation for the course. Student participation in evaluations is an integral part of this course and the accreditation process, and feedback is vital to improving education at the School of Pharmacy.

General Statement about Course Policy

The syllabus is subject to change to meet course needs, especially if there are unexpected disruptions or changes in class size, resources, etc. The most updated syllabus can be found on the course Blackboard shell. It is the student's responsibility to review the syllabus periodically for updates.

UTEP and SOP Policy for Academic Integrity

Any student who commits an act of academic dishonesty is subject to discipline. The instructor is required to report all suspected academic dishonesty to the UTEP Office of Student Conduct and Conflict Resolution. Please refer to the Student Handbook for SOP guidance on academic integrity (*see Table of Contents for Curriculum and Classroom Policies: Academic Integrity*).

Academic dishonesty includes, but is not limited to, cheating, plagiarism, collusion, the submission for credit of any work or materials that are attributable in whole or in part to another person, taking an examination for another person, and any act designed to give unfair advantage to a student or the attempt to commit such acts.

Proven violations of the detailed regulations, as printed in the Handbook of Operating Procedures (HOP), and available in the Office of the Dean of Students and on the homepage of the Dean of Students at www.utep.edu/dos, may result in sanctions ranging from disciplinary probation, to a failing grade on the work in question, to a failing grade in the course, to suspension or dismissal, among others. (For more information, see: <https://www.utep.edu/student-affairs/osccr/student-conduct/academic-integrity.html>)

Professionalism and Professional Conduct

While enrolled at the University, a student neither loses the rights nor escapes the responsibilities of citizenship. Thus, UTEP and the SOP value professionalism and expect all students to not only acquire but also maintain the highest standards of professional attitudes and behaviors in their interactions with their fellow classmates, staff, faculty, colleagues and their patients, as described in **the UTEP School of Pharmacy Student Handbook** and as per UTEP's student conduct policies (see <https://www.utep.edu/student-affairs/osccr/student-conduct/> for further information). Any student who engages in conduct that is prohibited by the Board of Regents' Rules and Regulations, University or SOP rules or by federal, state, or local law is subject to discipline whether such conduct takes place on or off campus or whether civil or criminal penalties are also imposed for such conduct. Please refer to the Student Handbook for specific expectations regarding professional conduct in the SOP (*see Table of Contents for Academic Progression: Good Standing: Professional*).

Cell Phone Policy: Students should carry cell phones, but keep the phone on vibrate mode in the event students need to be notified by the emergency alert system. Cell phone use for the purpose of texting, email or social media is not permitted. This is disruptive to fellow classmates, faculty and the learning environment. The use of a cell phone or the ringing of the phone in class is considered unprofessional behavior. No cellphones, calculators, or other items may be used during an assessment (e.g., exam or a quiz) unless specifically as part of that assessment and approved by the faculty member/instructor.

Technical Assistance

Checking computer requirements and ensuring that all software up to date is essential for students to access course content. **Supported browsers include –**

- 1) **For a PC:** Mozilla FireFox and Google Chrome (NOT Internet Explorer)
- 2) **For a Mac:** Safari, Firefox, and Chrome

Check for updates on supported browsers:

https://help.blackboard.com/Collaborate/Ultra/Participant/Get_Started/Browser_Support#supported-browsers_OTP-0

To enhance browser performance, students should clear the browser cache and allow pop-ups. In addition to testing the web browser, check to ensure that the computer has an updated version of **Java** (go to <http://java.com>, click on "Do I have Java", click on "Verify Java Version," update Java if needed). Additional browser plug-ins may also be needed to view some content that your instructor may share on the learning management system. Common plug-ins include: **Adobe Reader, Flash Player, Windows Media Player, QuickTime**. When creating documents, slide presentations, spreadsheets, etc., be sure to use Microsoft Office or a compatible program (see 10 Free MS Word Alternatives). The UTEP Technology Support Services (3rd floor, UTEP Library) can also provide students with any applications, compatibility packs, patches, and updates that may be needed.

Students working off campus may need to set up a **Virtual Private Network (VPN)** on their computer to access UTEP resources for this class (i.e., Library). The link below provides information in setting up a VPN connection depending on

the operating system. Students may contact the UTEP Help Desk (915-747-HELP) for assistance or: https://www.utep.edu/technologysupport/ServiceCatalog/NET_VPNGlobalProtect.html)

ExamSoft Technical Support: 866.429.8889 or 954.429.8889

If technical problems are experienced with the course, students should contact the **UTEP Help Desk** during: Monday–Friday: 8AM – 5PM. If calling within UTEP: 915.747.4357. If calling from outside UTEP: 915.747.5257. For more information, please visit <http://helpdesk.utep.edu>. For help with **Blackboard**: https://www.utep.edu/technologysupport/ServiceCatalog/BB_Students.html

Students can also visit an on-campus lab such as the ATLAS lab located within the Undergraduate Learning Center (UGLC building) for additional technical assistance. In addition to the various campus computer labs (ATLAS in UGLC or LACIT in Liberal Arts for example), Technology Support Services provides workstations for student use. To learn more, please visit: https://www.utep.edu/technologysupport/ServiceCatalog/BB_Students.html

UTEP and SOP Policy for Special Accommodations (ADA)

“If you have or suspect a disability and need classroom accommodations, you should contact the Center for Accommodations and Support Services (CASS) at 747-5148.” You can also e-mail the office at cass@utep.edu or go by their office in Union Building East (Room 106). For additional information, visit the CASS website at <http://sa.utep.edu/cass/>

Additional Information

Campus Concealed Carry: Effective August 1, 2016. See: <https://www.utep.edu/police/safety-awareness/campus-carry.html>

Civility Statement: You are expected to follow basic standards of courtesy (<https://www.utep.edu/student-affairs/dean-of-students-office/community-of-care/index.html>) and may be dismissed from class for blatant or sustained disruptive behavior.

Student Support: UTEP provides a variety of resources for those in need (e.g., if you feel overwhelmed, stressed or dealing with a crisis):

- UTEP’s Counseling Center (free counseling to all students): 915-747-5302, which after-hours goes to a crisis line
- Mental Health Crisis Line: 915-779-1800
- National Suicide Prevention Hotline: 1-800-273-8255 / suicidepreventionlifeline.org
- Veterans Crisis Line: 1-800-273-8255 / www.veteranscrisisline.net
- NAMI (National Alliance on Mental Illness) of El Paso: 915-534-5478 / <https://namiep.org>

Title IX: Title IX of the Education Amendments of 1972 (Title IX), prohibit discrimination on the basis of sex in education programs or activities operated by recipients of Federal financial assistance. Sexual harassment of students, which includes acts of sexual violence, is a form of sex discrimination prohibited by Title IX. Sexual violence refers to physical sexual acts perpetrated against a person's will or where a person is incapable of giving consent due to the victim's use of drugs or alcohol. An individual also may be unable to give consent due to an intellectual or other disability. A number of different acts fall into the category of sexual violence, including rape, sexual assault, sexual battery, sexual coercion, stalking, and relationship violence. All such acts of sexual violence are forms of sexual harassment covered under Title IX.

In accordance with Title IX of the Education Amendments of 1972, UTEP does not discriminate on the basis of sex in the operation of its educational programs and activities. This commitment to non-discrimination applies to both employment in and admission to such programs and activities. [Link to full text at <https://www.utep.edu/titleix/>]

PHAR 6255 Pharmacy Practice Mgmt Course Calendar and Topic Outline

Date	Topic	Activity/Due Date	Faculty
Week 1 1/18/22 Online/ synchronous	Review Syllabus/Course overview Intro to Pharmacy Mgmt. /Leadership (management/leadership essentials for pharmacists, communicating effectively in the workplace, managing conflict and building consensus, negotiating techniques, leading and managing change)		Loya/ Gbugu
Week 2 1/25/22 Online/ synchronous	Management/Leadership continued Business Planning (Intro to Mission/Vision Statement, Business Plan Development Strategic Planning to achieve results, Pharmacy Business and Staff Planning); introduction to Business Plan Assignment		Gbugu
Week 3 2/1/22 Online/ synchronous	Pharmacy and Clinical Operations (Laws affecting PPM, Pharmacy Operations: Workflow, Practice activities, Medication Safety and Technology, Purchasing and Managing Inventory, Justifying and Planning Patient Care services, Developing and Evaluating Clinical Pharmacy Services, Quality Improvement, Achieving and Measuring Patient Satisfaction)		Gbugu
Week 4 2/8/22	Pharmacy Informatics		Jeria
Week 5 2/15/22	Exam 1		Loya
Week 6 2/22/22	Human Resources	IPPE Worksheet Checkpoint #1 Due: 2/22/22 at 11:59 pm	Kim
Week 7 3/1/22	Marketing and Promotion		Kim
Week 8 3/8/22	Professional Effectiveness and Review for Exam #2		Kim
Spring Break 3/14/22 through 3/18/22			
Week 9 3/22/22	Exam 2		Loya
Week 10 3/29/22	Fundamentals of Financial Accounting		Kim
Week 11 4/5/22	Balance Sheet		Kim
Week 12 4/12/22	Income Statement	IPPE Worksheet Checkpoint #2 Due: 4/12/22 at 11:59 pm	Kim
Week 13 4/19/22	Inventory Management and Review for Exam #3		Kim
Week 14 4/26/22	No class – time for IPPE worksheet/Business Plan (optional office hours with course faculty to discuss worksheets, business plans)		Loya, Ortega, Kim, Jeria
Week 15 5/3/22	Business Plan – Group Presentations	Submit Final IPPE Worksheet Due: 5/3/22 at 11:59 pm	Gbugu/ Jeria/Kim/ Loya/ Ortega
Finals Wk	Exam 3: Monday May 9th, time TBD		